BUSINESS ANALYST

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of tasks in the identification, definition, and development of solutions to complex business and automation issues; to represent the customer's interests in the development and implementation of application systems which resolve those problems.

Supervision Received and Exercised:

Receives direction from the Applications Supervisor.

May exercise functional and technical supervision over professional, technical and clerical staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Meet with customers to define business issues and desired outcome for major projects.

- Research and analyze business issues by evaluating work flow, interviewing employees, or investigating work practices in other units/agencies.

- Develop recommendations on alternative approaches, determines cost impact and long-term viability of solutions.

- May integrate solutions across functional areas of the City.

- Prepare customer specifications for automated changes and coordinates the implementation of those changes with assigned information services project members.

- Revise work processes for manual changes and assists with retraining customer staff.

- Document new or enhanced systems, whether manual or automated.

- May supervise an assigned group of technical staff.

- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Minimum of three years of experience in application systems development which included use of CASE technology. Experience with the organization and operation of the Divisions and Departments in a municipal government is desirable.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, management science, business administration or a related field.

Licenses/Certifications:

May require the possession of, or ability to obtain, an appropriate, valid Arizona driver's license.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 2124

Salary Range: 46

FLSA: Exempt